

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) – SERVICE GUARANTEE

NDIS – Your Service Guarantee

As your NDIS Registered Provider:

- We will clearly explain to you what services and supports you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to access, maintain and keep a job or higher education, including contacting employers and education institutions directly on your behalf about suitable jobs or higher education.
- We will provide help for you to access our supports and services, as well as external providers to assist you in overcoming any barriers, as detailed in your Plan, to employment or education.
- We will treat you fairly and with respect, in line with the NDIS Practice Standards and Quality Indications and the National Standards for Disability Services.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job or higher education.
- We will deliver services that are culturally appropriate.

We respect your rights and our staff will:

- listen to, learning from and act upon any communication with you and/or your carers about what is important to you.
- promote and protect your legal, citizenship and human rights
- support you to maintain and develop social, recreational, occupational and employment related and vocational activities which are meaningful to you
- instil hope for your future and the ability to live a meaningful life and to access and maintain employment or higher education
- be courteous, respectful and honest in all interactions
- be sensitive and have respect, particularly for your values, beliefs, culture and preferred communication method
- challenge discrimination and stigma where it exists in our own services or the broader community.

What help can I expect?

We will work with you to agree on a Service Agreement, consistent with your NDIS Plan, with assistance and activities to help you find and keep a job or higher education. This is called your Service Agreement.

We will work with you to help you deal with any issues that might be making it hard for you to look for work or higher education. Some of the ways we might do this include:

- Looking at what work you have done before, and what work is available in your area.
- Looking at what skills and education you have and what skills and education might help you get work.
- Working with prospective employers to match your skills to their needs.
- Working with education institutions to find the best education to meet your needs and future employment prospects.
- Providing you with help may include work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job or higher education.
- Helping you to be ready for a job or higher education.
- Helping you to access other support services you may need.
- Helping you to write a resume.
- Providing you with advice on the best way to look for work.
- Providing you with information about computer and internet facilities and other ways to help you to find and keep a job.
- Providing you with access to an interpreter if you need one
- Checking that work, higher education, or other activities is suitable for your disability.
- If you are a school leaver to support you to transition to a Disability Employment Services Provider, as appropriate, to assist you in finding and keeping a job in the open labour market.

Once you have a job or are undertaking higher education, we will continue to support you and will review your Service Agreement to help you maintain that job or higher education. This may include:

- Support to help you settle into your job or higher education.
- On-the-job training.
- Information, support and training for your employer and/or co-workers.
- Help to resolve any problems you may have at work or education.
- Ongoing support appropriate to your needs which may include meeting with you regularly or, giving you more intensive support when needed.

Depending on your circumstances, we can also help you and your employer or education provider access a range of other support services which may include:

- Modifications for your work or education area.
- Help to purchase specialised technology.
- Financial help for other services, available through the NDIS.

- Access to extra help if you are at risk of losing your job or at risk of leaving your education placement.

For Aboriginal and Torres Strait Islander Peoples

We will deliver services and engage with Aboriginal and Torres Strait Islander participants in a way that acknowledges and respects these cultures.

We will ensure that staff are appropriately trained and that this organisation is committed to getting the best employment and higher education opportunities for Aboriginal and Torres Strait Islander participants.

What are my responsibilities?

If you can't do an activity listed in your Participant Plan or Service Agreement or can't attend an appointment that has been arranged for you, contact us as soon as possible. If you do so we may make another time for you to attend your activity or appointment.

To make sure you get the right support, you should let us know if something in your life changes, such as your health, whether you're doing voluntary or paid work or undertaking education, or if you experience a personal crisis.

What happens to the information I tell you?

We collect information about you for the purpose of providing you with the right services for you. We will keep all information about you in accordance with the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*.

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us. Complaints about acts or practices in relation to the use and disclosure of your personal information can also be investigated by the Information Commissioner.

More information about the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)* and the powers of the Information Commissioner can be found on the Office of the Australian Information Commissions website at www.oaic.gov.au

NDIS Practice Standards and Quality Indicators

The NDIS Practice Standards and Quality Indicators set out the quality of services we will deliver to you. We will let you know about these standards, and they can also be found online on the NDIS website.

As a Registered NDIS Providers we have been assessed by an independent auditor as meeting the relevant NDIS Practice Standards core modules for the delivery of "access and maintain a job or higher education" and "school leavers employment services":

- Rights and Responsibilities.

- Provider Governance and Operational Management
- Provision of Supports (Access to supports, Support planning, Service Agreements with Participants, Responsive Support Provision)
- Provision of Supports (Safe environment, Participant Money and Property)

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try talking with us. We will provide a feedback process which is fair and we will try to resolve your concern.

You can also contact the NDIS Commission at

<https://www.ndiscommission.gov.au/about/complaints> to make a complaint about your Provider.